



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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8/6/04

ADDENDUM #2

BID B04076

BID TITLE: Enterprise Content Management Platform and Services

OPENING DATE AND TIME: August 23, 2004 @ 10:00am

This addendum is being issued to address the questions that were received on the Purchasing Website prior to the question deadline relevant to this Letter of Interest.

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Administrator of Purchasing Systems**

8/6/04

LOI B04076 Vendor Questions & Responses

1. Question:

I would like to be sure that LOI B04076 is for the actual software Product vendors, not resellers or integration partners.

We are assuming that being qualified under MPA 230 would allow us to bid on imaging/document management projects.

Response:

LOI B04076 does request responses from resellers, integration partners, or other service vendors. While a vendor's qualification under MPA 230 may qualify a vendor to provide supplemental services on projects where technologies, which are selected under this solicitation are utilized, vendors are encouraged to respond directly to this solicitation if they desire to be included under any of the award options listed in solicitation. Note award option 2 as follows: "Services: Qualification for the procurement of professional services for the design, configuration, integration, or other implementation of selected technologies."

2. Question:

What is the scope of the project (or is this a preliminary RFI to help determine that)? Does it span the entire RI government, to include legislative, executive and judicial branches? If not all of them, which branches are affected? If it is just for a subset of the government, which departments, agencies are prime candidates, and likely for initial implementation?

Response:

This letter of interest (LOI) is to determine a technical standard and to qualify service providers in the areas of Business Process and Content Management (as described in the LOI) for the state of Rhode Island. The primary focus will be on the executive branch, however other branches of state government may procure off of this solicitation. The state reserves the right to negotiate terms and conditions with the vendor that would allow municipalities to also procure products and services off of this solicitation.

There is no specific scope of work for a project defined as part of this LOI, however vendors may be pre-qualified under this solicitation for future projects. As described in the LOI "The State reserves the right to select a single or multiple vendor(s) for negotiations or pilot project(s), or to invite top qualified vendors for additional competitive processes, negotiation or pilot project(s) prior to making final selection(s)."

8/6/04

3. Question

What are the primary needs for the project (i.e., reduced costs, increased efficiency, better information delivery to citizens, downsizing opportunities for departments, decreased time to delivery, etc)?

Response

There are many and diverse business requirements (including those listed above) driving the need for a technology solution in the areas outlined in the solicitation. Vendors are referred to the "scope and anticipated use" section of the LOI.

4. Question

What system does RI use for process Improvement today (TQM, Six Sigma, etc.)? Is there an organization responsible for leading process improvements in RI government? What is their mandate? Do you have contact information available for them?

Response:

The state has not standardized on any specific process improvement methodology, tools or techniques. Vendors are encouraged to provide descriptions of proposed tools, methodologies, and techniques as part of their service or solution offering.

There is no specific organization charged with process improvement statewide, however there are a number of different groups working with a variety of agencies and projects in the area of process improvement. Contact information will not be made available as part of this solicitation. Selected vendors will be notified of specific project opportunities through the normal state procurement processes.

5. Question

Does RI have any government requirements/laws that directly affect this project (i.e., all systems must be XML, mandatory outsourcing, digital assets management, etc)?

Response

There are no government / legal requirements or standards specifically identified as driving the selection of the solution envisioned in the LOI. The proposed solution is envisioned to be applied to a wide variety of state project requirements. There may be specific requirements on the implementation of a solution on a project-by project-basis. Vendors are referred to the "scope and anticipated use" section of the LOI.

8/6/04

6. Question

Would RI consider outsourcing major portions of their Document Services functions?

Response

Yes, on a project-by-project basis.

7. Question

Must vendors be registered as a foreign corporation in RI to be considered as bona fide solicitations?
If not, must they be registered prior to contract signature?

Response

As stated in the LOI - "In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendor(s)."

8. Question

Has RI ever accomplished an Information Content Audit? If yes, what were the results?

Response

Not to the knowledge of the technical review committee.

9. Question

What are some of the major barriers, and or risks, that currently exist for thwarting an ECM implementation?

Response

The barriers and risks associated with ECM implementations are too broad and numerous to be listed here. They will be addressed on a project-by-project basis. Vendors are referred to the scope and anticipated use section of the LOI.

8/6/04

10. Question

How was it determined that an Enterprise Content Management Platform and services was needed in your organization?

Response:

The state has been researching the use of BPM / Content Management Platforms for some time, including the use of such platforms by other states and local businesses. The purpose of this LOI is to select a technology platform from an enterprise perspective and to qualify service providers for solution implementations. The application of this technology to solve business problems will be determined on a project-by-project basis.

11. Question

Has a budget been determined for this project? If yes, how much has been budgeted?

Response:

There is no specific budget associated with this LOI, rather this solicitation is designed to identify enterprise technical standards and qualify service providers in the area of BPM / Content Management. Budgets will be determined on a project-by-project basis at the time of implementation.

12. Question:

How will decisions be made and when will final selection take place?

Response:

Vendors are referred to the "Considerations" and "Evaluation Criteria" sections of the LOI.

13. Question:

What is the expected timeline to complete implementation of this project?

Response:

Vendors are referred to the responses to the questions above.

8/6/04

14. Question:

What are some of the key legacy systems this solution must interface/integrate with? (i.e. ERP, CRM, etc.)?

Response:

There are numerous and diverse legacy systems as well as new systems which may be integrated to the envisioned solution. We consider this new platform to be a key element in our target application architecture. Vendors are referred to the "Scope and Anticipated Use" section of the LOI.

15. Question:

Is the culture open for change?

Response:

The risk associated with introducing new technologies, processes and methodologies will be managed on a project-by-project basis.

16. Question:

How many potential users will access and/or work with this solution?

Response:

The number of users for any specific implementation of the envisioned technology may vary on a project-by-project basis. It is conceivable that in addition to a large number of state employees, an even larger number of citizens, businesses, governmental agencies or other constituents may be access web based applications built on the envisioned system. Therefore, user based licensing arrangements are discouraged.

8/6/04

17. Question:

Are you looking for a fixed firm price for products and services at this time?

Response:

The state is looking for enterprise based licensing arrangements, which can be procured and easily extended on a project-by-project basis. Vendors are encouraged to propose pricing under various licensing options, such as server based, processor based, unlimited usage, module based, etc. User based licensing arrangements are discouraged.

Service providers are encouraged to provide a description of services, roles experience and billing rate schedules.

Notwithstanding the above, the state reserves the right to negotiate all pricing options, licensing models, rates, terms & conditions, and to generally act in it's own best interests.

18. Question

Do you have an approximate number of documents and/or pages the system must manage?

Response:

The number of documents and transactions will vary on a project-by-project basis. The proposed solution must be able to scale to meet the state's enterprise needs. Anticipated volumes for larger implementations within the state environment may exceed 1 million documents / transactions per year.

19. Question

Does the State of Rhode Island currently have any document management, content management, imaging, scanning, forms or identity management software deployed? If yes, which software, and is it the intention of the State to replace that software as part of this project, or to integrate with that software?

Response:

There are a number of imaging, scanning, forms and identity management solutions deployed across the state. This LOI is not associated with a specific project to replace these legacy systems; rather it is designed to set a standard for any new projects or implementations. The cost and benefit of replacing existing legacy systems with a new standard solution will be determined on a project-by-project basis.

8/6/04

20. Question

What is the expected number of end users for the desired system?

Response:

Vendors are referred to the response to question 16.

21. Question

Are there any further instructions/requirements specific to a vendor responding with a partner to the LOI?

Response:

All instructions are outlined in the LOI and any addendums.

22. Question

Are there specific numbers of users, concurrent users and workflows for solutions being considered under this LOI? This is a consideration for licensing and prices.

Response:

Vendors are referred to the responses to the questions above.

23. Question

Is the Letter of Intent (LOI) the same as a Request For Proposal (RFP) in this instance?

Response:

A letter of interest is similar to an RFP, but allows for certain flexibilities for the state to negotiate the scope and terms of any contract or potential engagement. Vendors are referred to the state's purchasing policy as posted on the purchasing website.

24. Question

Are the "Response Contents" for this LOI to be the same as if it were an RFP?

Response:

8/6/04

Vendors are referred to the "INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS" section of the solicitation.

25. Question

Provided the Vendor meets all the requirements set forth in the LOI and demonstrates the capability to deliver the desired solution, what will be the offsetting factors to justify an award to an out-of-state vendor?

Response

Vendors are referred to the evaluation criteria section of the solicitation. It should be noted that the state typically will not cover travel expenses for IT professional services.